



CORNZAL
WORKFORCE DEVELOPMENT

Student Handbook 2021

RTO #31663

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Table of Contents

Welcome	3
Introduction	4
About Us	4
Registered Training Organisation (RTO)	4
Student Code of Conduct	5
Access and Equity	5
Traineeships/Apprenticeships	6
Enrolment Types.....	6
Fees and Charges.....	7
Concession Fees.....	7
Credit Transfer (CT)	7
Employer Contribution.....	8
Replacement of Awards.....	8
Refunds	8
Consumer Protection.....	8
Your rights and obligations.....	9
Our Obligations.....	9
Feedback, complaints and appeals	9
Privacy Statement	11
Unique Student Identifier (USI)	12
Language, Literacy and Numeracy.....	12
Student Support.....	12
Accidents/First Aid	13
Copyright.....	14
Assessment	14
Reasonable Adjustment.....	16
Recognition	16
Recognition of Prior Learning (RPL).....	16
Recognition of Current Competency (RCC).....	17
Plagiarism, Cheating and Collusion.....	17
Issuance of Qualifications.....	17
Surveys.....	17
Legislation.....	18
Glossary of Terms.....	19

Welcome

Cornzal Workforce Development (Cornzal) would like to thank you to trust us to be your partner in your training journey. Whether you may be a school leaver or have been working in industry for many years or even looking for a change of career, whatever your circumstances are, all staff members at Cornzal are here to support you.

Cornzal employs only highly skilled industry experienced trainers, who have done the hard yards and are willing to support and impart their wealth of knowledge to you. They are supported by a team of extensively experienced management, administrative and compliance staff, with over 50 years' experience in the vocational education and training industry between them.

We certainly hope that your experience at Cornzal meets and exceeds your expectations! Cornzal is committed to providing you the best possible services that we can, and we continually strive to improve, remain current with industry standards and achieve best practice in all that we do.

Please do not hesitate to ever reach out to us, by way of email or phone either direct to your Trainer or through to the office, we are here for you.

All the best with your training, we look forward to sharing this journey with you.

Best Regards,

Jennifer Inglis
Chief Executive Officer
Cornzal Workforce Development

Introduction

This handbook contains information relating to your studies with Cornzal Workforce Development and we encourage you to read through the information and retain a copy for future reference. There is a range of information covered here including summaries of our policies and procedures and code of conduct.

Should you have any concerns or questions during your study, we encourage you to contact us directly either through your Trainer or by contacting 0405 369 167.

About Us

Cornzal Workforce Development has been delivering training since 2008 in Retail, Hospitality, Human Resources and Leadership & Management industries.

Cornzal Workforce Development is currently registered with the Queensland Government (Department of Employment, Small Business and Training) as a Skills Assure Supplier (previously known as Pre-Qualified Supplier) of training to Queensland residents. This enables our clients should they be eligible, to access subsidised training, reducing the costs of training.

Our trainers deliver training across the breadth of Queensland and nationally, both online and on-site.

Registered Training Organisation (RTO)

Cornzal Workforce Development is a nationally recognised training organisation registered with the national regulator of vocational education and training ASQA (Australian Skills Quality Authority). We deliver national recognised training as described under the Australian Qualification Framework (AQF) and non-accredited courses tailored to meet individual needs. RTOs are recognised nationally and internationally as providers of quality-assured and nationally recognised training and qualifications.

As a registered training organisation, Cornzal acts in the best interests of our clients, students, employers and employees and meets the Standards for Registered Training Organisations 2015.

Student Code of Conduct

The Student Code of Conduct outlines the expected standard of behaviour for all students, in general it is expected that as a student you will:

- ✚ Be responsible for your study program
- ✚ Treat staff and fellow students courteously and with consideration at all times
- ✚ Maintain a reasonable standard of grooming, including appropriate standards of hygiene and clothing, PPE (personal protection equipment) (and appropriate to your workplace if applicable)

All students have the right to:

- ✚ Be treated fairly and with respect by all students and staff
- ✚ Not be harassed, victimised or discriminated against on any basis
- ✚ Learn in a supportive environment which is free from harassment, discrimination and victimisation. Have their personal details and records kept private and secure according to our Privacy Policy.
- ✚ Access to any information that Cornzal holds about them
- ✚ Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- ✚ Make appeals about procedural and assessment decisions
- ✚ Receive training, assessment and support services that meet their individual needs
- ✚ Be given clear and accurate information about their course, training and assessment arrangements and their progress
- ✚ Access the support they need to effectively participate in their training program.

We are committed to promoting a safe and health work and study environment as per the Work Health and Safety Act 2011 to, so far as practicable, provide and maintain a working environment where our employees and students are not exposed to hazards (particularly whilst studying on-site). The WHS Act also requires individuals to take responsibility for contributing to their own safety in all circumstances.

Access and Equity

Cornzal provides equal opportunity and affirmative action in employment and education.

All of our personnel have a responsibility to uphold and maintain the highest possible standards of access and equity for all our students and clients. All staff are required to act in accordance with our Code of Practice and all students and clients are made aware of their rights and responsibilities through this student handbook.

We recognise the principles of access and equity and the rights of all people to be treated in a fair and equitable manner and are not subject to discrimination or harassment. Cornzal strives to provide full and equal participation for all students and staff and to foster learning and a working environment which values diversity, encourages acceptance and is free of discrimination and harassment.

Traineeships/Apprenticeships

Cornzal will ensure that where students are participating in Traineeships/Apprenticeships, that the employer is engaged in the training and assessment processes of students from its workplace.

Cornzal will work with the employer, Trainee/Apprentice (parent/school if applicable) to:

- ✚ development of a relevant and transparent Training Plan
- ✚ coordinate appropriate times for visits to the workplace for the purposes of delivering training or undertaking assessment
- ✚ allow every opportunity for the Trainee/Apprentice to learn the skills and acquire the knowledge of their trade or traineeship and record information in the training record book
- ✚ access to a structured on and/or off-the-job training a safe and appropriate working environment

A student is entitled to two (2) User Choice qualifications during the period of their working life. The second qualification undertaken cannot be of a lower priority than the first. Eligibility for access to the User choice Program is undertaken on your behalf prior to enrolment by Cornzal Workforce Development and your selected AASN. (Australian Apprenticeships Support Network).

Enrolment Types

As previously mentioned, Cornzal is registered as a Skills Assure Supplier (previously known as Pre-qualified Supplier) with the Department of Employment, Small Business and Training (Queensland Government) to offer subsidised training from the State VET Investment Plan.

As a Pre-qualified Supplier, Cornzal is able to offer training under the Certificate 3 Guarantee program, Higher-Level Skills program and User Choice (Apprenticeships/Traineeships) at subsidised fees.

When making the decision to accept government funded training, please take into consideration the implications of accepting a funded place and how this may affect your future decisions, this will be explained to you by Cornzal at time of enrolment. Under Certificate 3 Guarantee program, you can only receive funding towards your FIRST post-school certificate III level qualification.

Should you not be eligible to access government subsidised training, or the training of your choice is not funded, the program may be charged at a Fee for Service rate, meaning the cost of the training may be higher than the subsidised programs.

For further information on these programs and eligibility please refer to the Department of Education Small Business and Training website <https://desbt.qld.gov.au/training/providers/funded>.

Fees and Charges

Cornzal fees and charges are applicable to the type of enrolment, for example:

- ✚ Certificate 3 Guarantee and Higher-Level Skills fees are subsidised, student contribution fees are advertised on our website and are payable at point of enrolment.
- ✚ User Choice (Apprenticeship/Traineeships) fees are subsidised, student contribution fees are calculated based on the enrolled unit of competency nominal hours by the scheduled \$1.60 per nominal hour fee as set by the Queensland Government. These fees may be paid by the student or a third party such as an employer, and generally are paid at point of enrolment.
- ✚ Fee for Service fees are not subsidised, and generally are paid at point of enrolment or otherwise negotiated.

Cornzal collects fees in advance of the training and assessment being conducted, to ensure the protection of fees paid in advance, Cornzal will accept payment of no more than \$1500 from an individual learner prior to the commencement of the course. Should the cost of training exceed \$1500, a payment schedule will be prepared and provided to the student.

Unless otherwise specified, course fees include the cost of all administration, compulsory training, and assessment materials. Any additional charges will be discussed prior to enrolment.

Concession Fees

Fees may apply at a reduced rate should a student be a holder of a valid concession card (Health Care Card, Pensioner Card), or other identified concession avenues as per the relevant program.

Student will be required to provide a coloured copy of their concession card to be eligible for the concession fees.

Credit Transfer (CT)

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Should a student apply for Credit Transfer for a unit of competency and is deemed eligible, no fees will be charged for that unit of competency. If fees have already been paid, a refund of that unit's fees will be payable or final invoice will be reduced to reflect the Credit.

Student will be required to provide evidence of unit completion to receive a credit transfer.

Employer Contribution

Additional fees may be charged to the employer but will be defined prior to enrolment. These fees will consider such things such as administration, location of the worksite, accommodation, site specific training that Cornzal staff may have to undertake.

The Employer Contribution will be subject to a refund less the incurred expenses at the time of withdrawal/cancellation, calculated at a cost per unit of competency.

Replacement of Awards

Cornzal will charge for the reissue or copies of awards, including Record of Results, Statements of Attainment, Qualifications (Certificate) or other formal certification as per:

Certificate Reprint	\$25
Statement of Attainment or other Reprint	\$15

Payable is to be made at request of the reprint.

Refunds

Under User Choice, if a student withdraws prior to the completion of the Traineeship/Apprenticeship, and all student contribution fees have been paid, a refund will apply for the units of competencies that have not yet started at the scheduled rate of \$1.60 per nominal hour.

There are no refunds available for Certificate 3 Guarantee, Higher-Level Skills or Fee for Service students unless the following occurs:

- ✚ Cornzal has to cancel or postpone a course prior to its schedule commencement date, if required. All course fees will be refunded in full should this occur.
- ✚ Student withdraws from the program prior to commencement of training will receive a full refund of fees paid.

The Employer Contribution will be subject to a refund less the incurred expenses at the time of withdrawal/cancellation, calculated at a cost per unit of competency.

Consumer Protection

Students as consumers play an important role in promoting quality training. Thereby it is important for you as a student to know your rights when undertaking training and how to provide feedback to us to help resolve any issues you may have.

Your rights and obligations

All students have the right to:

- ✚ Expect the education and training they received will be of a quality consistent with the Standards for Registered Training Organisations 2015, and contractual requirements by relevant state funding authorities.
- ✚ Be informed about personal information that is collected about them and the right to review and correct that information
- ✚ Access to a provider's consumer protection complaints system.
- ✚ Be informed if the RTO ceases operations, or changes ownership, or, the RTO or third party closes delivery of a specific training product that affects the student. The RTO will send an email should such an instance occur.

All students have obligations, including but not limited to:

- ✚ Provide true and accurate information to the provider
- ✚ Behave in a responsible and ethical manner

Our Obligations

All Registered Training Organisations have obligations, including but not limited to:

- ✚ Provide the training and support necessary to allow the student to achieve competency
- ✚ Provide a quality training and assessment experience for all students
- ✚ Provide a clear and accessible feedback and consumer protection system including an identified consumer protection officer
- ✚ Maintain information and adhere to privacy legislation
- ✚ Advise students where RTO ceases operations, or changes ownership, or, the RTO or third party closes delivery of a specific training product that affects the student. Students will receive an email from the RTO should such an instance occur. Students will be provided with all relevant information such as "statement of attainment or certificate will be issued", "outstanding FFS monies to be refunded where no training was conducted", etc.

Feedback, complaints and appeals

Cornzal is committed to a process of continuous improvement based on feedback from students, Trainers, employers and other stakeholders. We welcome your comments which might help us improve our services, products and processes.

Despite all efforts of Cornzal to provide a high standard of service to its students, clients and other stakeholders, complaints and appeals may occasionally arise which require formal resolution. All

complaints, appeals and feedbacks are taken seriously and will be treated timely, fairly and equitably.

Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person/s concerned to deal with the issue before it becomes a formal complaint. The Cornzal team are available to assist students to resolve their issues at this level.

Complaints and appeals may be made in relation to any of Cornzal's services, activities, and decisions or any of their third-party representatives (trainers); such as:

- ✚ The application and enrolment process
- ✚ The quality of training and assessment provided either by Cornzal
- ✚ Training and assessment matters, including student progress, assessment and outcomes access to personal records
- ✚ Decisions made by Cornzal Workforce Development the way someone is treated
- ✚ Complaints and appeals can be made against the organisation, staff, trainer/ assessors, other students or third parties.

The concerns or issues can be tried to resolve in the first instance by consulting with either trainer assessor or relevant staff member or the CEO.

Should the issue not be resolvable, and you wish to submit a formal complaint the process is as follows:

1. Submit in writing an outline of your complaint/appeal to info@cornzal.edu.au
2. Cornzal Administration will provide notification of receipt of your complaint within two (2) business days.
3. Cornzal Administration will review the complaint/appeal and present to management for review.
4. A Cornzal staff member will be in contact with the complainant/appellant within fourteen (14) business days of receipt of the complaint/appeal.
5. An outcome should be resolved within a period thirty (30) days from the receipt of the initial complaint/appeal.

Should the matter be complex, the resolution may take longer than the abovementioned timeframes. If Cornzal considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the complainant/appellant in writing, including why more than 60 days are required, and maintain regular contact and update on progress of the matter. Students will be kept up to date whilst the process is ongoing, and enrolment will be maintained.

Instances where the nature of the complaint refers to criminal matters or where the welfare of people is in danger, the organisation will, with the permission of the participant, seek assistance from other authorities such as the Police, Legal Representative or other parties as appropriate. Participant confidentiality will always be maintained as is consistent with Australian Law.

The principles of Natural Justice will be always upheld, these being:

- ✚ both sides of the complaint will be informed of the complaint and

- ✚ both sides of any complaint will be heard after enough time has been provided for both sides to prepare their arguments
- ✚ an investigation will be conducted without undue delay
- ✚ the participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the Ombudsman's office in the state or territory in which the training and assessment is being conducted or found online on www.ombudsman.gov.au

Instance where student is not satisfied with the outcome, student may take this further to the Queensland Training Ombudsman or ASQA.

ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities. ASQA is not a consumer protection agency and cannot act as an advocate for individual students.

For more information on how ASQA handles complaints, refer to ASQA's policy on Managing complaints about training providers.

National Training Complaints Hotline can provide further option to students and organisations. This number is 13 38 73 and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at www.education.gov.au

The Queensland training ombudsman can provide students with advice about rights and responsibilities within the VET sector, see <https://trainingombudsman.qld.gov.au> for more information.

All records relating to the complaints and appeals will be treated as confidential and are covered by Cornzal's Privacy Policy and recorded on the Complaints and Appeals Register.

Privacy Statement

Under the Data Provision Requirements 2020, Cornzal Workforce Development is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Cornzal Workforce Development for statistical, administrative, regulatory and research purposes. Cornzal Workforce Development may disclose your personal information for these purposes to:

- ✚ Commonwealth and State or Territory government departments and authorized agencies; and NCVER
- ✚ Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys and data linkage Pre-populating RTO student enrolment forms
- Understanding how the VET market operates, for policy, workforce planning and consumer information and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVET employee, agent or third-party contractor or other authorized agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au)

Unique Student Identifier (USI)

From 1 January 2015, we, Cornzal Workforce Development can be prevented from issuing you with a nationally recognised VET qualification nor statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi/> on computer or mobile device.

You may already have a USI if you have done any nationally recognized training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organization. It is important that you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you already have a USI, use the 'Forgotten USI' link on the USI website at

<https://www.usi.gov.au/faws/i-have-forgotten-my-usi/>

Language, Literacy and Numeracy

At enrolment, you will be asked to participate in a short language, literacy and numeracy assessment. This assessment is not to be considered as a pass or fail, but the findings of your assessment will be provided to your Trainer so that they are able to assist you throughout your studies. Should you require additional assistance in any area, Cornzal will endeavour to seek out and recommend relevant professionals to assist.

Student Support

Should you require additional support during the term of your training, please advise your Trainer/Assessor who will endeavour to refer you to an appropriate support service, if they are unable to assist.

Cornzal offers a free training support service to all students who have any questions or difficulties regarding their training and/or their future career development, please speak to your Trainer in the first instance. We are here to help and will always try to source the information you require to feel supported or refer you to an appropriate service if required. Listed below are a number of possible support services:

Service	Phone	Website	Purpose
Reading and Writing Hotline	1300655506	www.readingwritinghotline.edu.au	Advice and referral to one of 1200 providers of courses in adult literacy and numeracy.
Centrelink	131021	www.centrelink.gov.au	Financial Assistance <ul style="list-style-type: none"> • Pensioner Supplement • ABSTUDY • AUSTUDY • Youth Allowance
Australian Apprenticeship Support Network (AASN)	1800639629	www.australianapprenticeships.gov.au	AASN handles all matters related to traineeships and apprenticeships.
Queensland Training Ombudsman	1800773048	www.trainingombudsman.qld.gov.au	An independent office that provides Queenslanders with dedicated support to resolve training issues or make complaints.
Australian Centre for Disability Law	1800800708	www.disabilitylaw.org.au	Promotes and protects the human and legal rights of people with disability and their supporters through legal advocacy
Lifeline	131114	www.lifeline.org.au	Counselling service.
Fair Work Australia	1300799675	www.fwa.gov.au	National workplace relations tribunal.
Beyond Blue	1300224636	www.beyondblue.org.au	Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Accidents/First Aid

Should an accident or incident that requires first aid occur on campus, it is to be reported immediately to your Trainer/Assessor and the details will be recorded on an Accident Report form and signed by both the Trainer/Assessor and student.

If an accident or incident that requires first aid occurs at the workplace during your employment/training contract, please notify your supervisor and follow your relevant workplace processes.

Copyright

Cornzal Workforce Development adheres to the rules which exist for Training Institutions under the Copyright Act 1968. Students should be aware that any reproduction of course materials, textbooks or journals without the prior written consent of Cornzal is a breach of Copyright Laws and, where necessary, will pursue the remedies available to us under the Act and its Regulations to protect our rights and entitlements.

Assessment

As a provider of vocational training and education programs, Cornzal provides competency-based assessment. Competency is defined by the Standards for Registered Training Organisations (RTOs) 2015 as: *“consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments”*.

This means that students are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as “units of competency”) describe the discrete work tasks and knowledge, as well as the technical and employability skills that a person needs to perform a task effectively in the workplace.

Competency is assessed by comparing the prescribed units of competency with the student's evidence of performance and their ability to apply their skills and knowledge in a range of situations and environments.

A qualified Trainer and Assessor is a person who is recognised by Cornzal Workforce Development as meeting the national standards for assessment and training delivery as identified by ASQA. Cornzal's Trainers/Assessors are able to conduct assessment only in areas which they have relevant vocational competencies and training qualifications. They must also be competent in the training and assessment competencies to the national standards required. The assessment process your Trainer/Assessor uses must conform to the following principles:

Validity

Valid assessment assesses the competency it is meant to assess. A valid assessment of a particular unit will assess performance criteria that are part of that unit.

Evidence is collected from activities and tasks that clearly relate to the Unit of Competency.

Evidence demonstrates that all the performance criterion has been met. Evidence is sufficient.

Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor.

Assessment practices should be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence.

Assessors must be competent in the National Workplace Assessor Competency Standards.

Fairness

Assessment is fair if it does not disadvantage any applicant in relation to another.

Assessment practices and methods must be equitable to all groups of applicants.

Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment.

Applicants must be provided with opportunity to challenge the assessment.

Flexibility

Flexible assessment remains valid, reliable and fair while dealing with:

- ✚ The way the competency was developed or acquired through a formal training course or through on-the-job experience.
- ✚ Any disability that the applicant might have, e.g. hearing impairment or reading difficulties.
- ✚ The equipment used to demonstrate competence, e.g. the familiarity of the equipment to the Participant.
- ✚ Different periods over which the assessment might be done; e.g. the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the Participant being assessed in individual learning outcomes or the elements that make up the competency.

Cornzal ensures that only students who hold the requisite skills and knowledge as set out in the unit of competency are marked as Competent. Cornzal does this by:

- ✚ Ensuring that its assessment tasks meet the requirements of the training package or accredited course
- ✚ Ensuring its assessment processes are valid, fair, flexible and reliable
- ✚ Ensuring assessment processes are carried out in a way that is consistent with the Training and Assessment Strategy (TAS) documented during course development and regularly updated
- ✚ Providing comprehensive Assessments and supportive documentation with clear information to trainers and assessors
- ✚ Continually reviewing and improving assessment processes, tools and records
- ✚ Having a planned schedule of validation activities that ensures effective validation are achieved ensuring that assessors follow the rules of evidence and sight current, sufficient, authentic and valid evidence when forming their assessment decision

Assessments are broken up generally into a range of methods including quiz questions, written questions, practical demonstration (observation by Trainer/Assessor or workplace supervisor) and /or oral presentation. All components of the assessment are to be completed and assessed by the Trainer/Assessor prior to competency being achieved.

Your Trainer will communicate to you when and how assessments will be conducted and are due. You will be given three opportunities to resubmit your work, prior to being deemed Not Competent. Following this you would be required to reenrol and pay fees for that particular unit of competency again. This will be reviewed on case by case basis.

Reasonable Adjustment

When necessary, assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the assessment process and that no person is disadvantaged due to a disability.

Assessment processes may be reasonably adjusted to accommodate the following, but not limited to these, groups:

- ✚ Students with English as a second language
- ✚ Students with literacy or numeracy difficulties Indigenous students
- ✚ Students with sensory impairments
- ✚ Students with physical or intellectual disabilities

Reasonable adjustment may mean:

- ✚ Making training resources and methods accessible
- ✚ Adapting physical facilities, environment and/ or equipment
- ✚ Making changes to the assessment arrangements
- ✚ Making changes to the way evidence for assessment is gathered.

Recognition

Cornzal accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- ✚ AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or authenticated VET transcripts issued by the Registrar (in the form of an USI Transcript)

Recognition of Prior Learning (RPL)

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning) to determine the credit outcomes of an individual application for credit.

Discuss with your trainer if you believe you are eligible for RPL based on your previous industry experience.

Recognition of Current Competency (RCC)

Recognition of current competency applies if a client has previously successfully completed the requirements for a unit of competency or module and is now required, (e.g. by a licensing authority) to be reassessed to ensure that the competence is being maintained. In this case no extra skill or competencies are nationally recognised.

Plagiarism, Cheating and Collusion

Students are required to sign on their assessments, a declaration of the authenticity of the assessment tasks being submitted. All work submitted as evidence must be entirely the student's own. Students who are caught plagiarising, cheating, or colluding in their assessments, will be subject to resubmitting their assessments and may result in disciplinary action.

All staff have an obligation to identify and investigate any possibility of plagiarism, cheating or collusion.

Issuance of Qualifications

At the successful completion of a full qualification, Cornzal will issue students with their Certificate and Statement of Results within a period of 30 days from the date that the final assessment was assessed. Before certification is issued, Cornzal will verify competency has been properly assessed and all tasks have been completed. Students will receive an electronic copy of their certificate. Students can request a hard copy of their certificate by sending an email to ifno@cornzal.edu.au or speaking with their trainer/ assessor.

If a student completes less than the full qualification or a short course, Cornzal will issue a Statement of Attainment detailing the units of competency successfully completed and assessed.

Surveys

At the completion or periodically throughout your training you may be contacted to participate in a survey conducted by Cornzal.

Additionally, if you are undertaking training under the Certificate 3 Guarantee Program, you will be contacted within three months of completion/withdrawal of your program to undertake a Student Training and Employment Survey. These findings will be shared with the State Government Department of Employment, Small Business and Training.

Additionally, at time to time, you may be contacted by ASQA the national training regulator to participate in a student survey.

The findings of surveys may be shared with Commonwealth and State/Territory Government departments and authorised agencies and NCVER, which will be used for statistical, administrative, regulatory and research purposes.

Legislation

As a requirement of the Standards for Registered Training Organisations 2015, Cornzal Workforce Development must ensure it stays up to date with all relevant legislation administered by state and federal government bodies. The legislation that particularly affects the delivery of our training and assessment services at present include but are not limited to:

National Vocation Education and Training Regulator Act 2011

Student Identifiers Act 2014

Work health and Safety Act 2011

Competition and Consumer Act 2010

Copper auctions QLD act 1990

Disability Discrimination Act 1992

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Age Discrimination Act 2004

Information Privacy Act 1988

Australian Privacy Principles 2014

Fair Work Act 2009

Copyright Act 1968

Further Education and Training (FET) Act 2014

Further Education and Training (FET) Regulation 2014

In addition, state-based funding agreements and policies such as:

Skills Assure Supplier policy 2021-22

User Choice policy 2021-22

Certificate 3 Guarantee program policy 2021-22

Higher level skills program policy 2021-22

Glossary of Terms

AASN	Australian Apprenticeship Support Network
ASQA	Australian Skills Quality Authority
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
CT	Credit Transfer
DESBT	Department of Education Small Business and Training
FET	Further Education and Training
NCVER	National Centre for Vocational Education and Research
PPE	Personal Protective Equipment
SAS	Skills Assure Supplier
TAS	Training and Assessment Strategy
RCC	Recognition of Current Competencies
RPL	Recognition of Prior Learning
USI	Unique Student Identifier
VET	Vocational Education and Training
WHS	Workplace Health and Safety